

Eva Joyce Wood
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PROFESSIONAL OBJECTIVE:

I am seeking employment with a progressive corporation or firm. A position that is challenging and rewarding for Senior Account Manager/Customer Service Representative position, effectively utilize my background in customer service, administrative procedures, marketing, public relations, including experience in placing business construction bonds and other commercial miscellaneous bonds.

SUMMARY OF QUALIFICATIONS:

- Hold State of Texas General Lines Agent's License for Property & Casualty
- Customer Service Experience in all lines of Commercial Insurance
- Hold American Mutual Insurance Alliance

EXPERIENCE HIGHLIGHTS:

2010 – 2011 Commercial Lines Account Manager

Tex-Cap Concord
Dallas, Texas

Assist Producer/Partner in management of large commercial clients with account service such as policy changes, coverage reviews, preparing applications, proposals and renewal reviews; daily servicing of accounts; company and client contact including marketing; processing policies, endorsements and audits.

1987 ~ 2010 Commercial Lines Senior Account Manager

USI Southwest (formerly Summit Global Partners of Texas, Inc.; formerly Noel/Greaves, Inc.)
Dallas, Texas

Assist Producer/Partner in management of large commercial clients with account service such as policy changes, coverage reviews, preparing applications, proposals and renewal reviews; daily servicing of accounts; company and client contact including marketing; processing policies, endorsements, audits and including experience in placing business construction bonds and other commercial miscellaneous bonds.

1985 ~ 1987 Commercial Lines Client Service Representative

Wallace & Skiles
Dallas, Texas

Assist Producer in preparing applications, proposals, and renewal surveys; daily servicing of accounts; rating; company and client contact including marketing; processing policies, endorsements and audits.

1982~ 1985 Commercial Lines Supervisor and Customer Service Representative

Wolf-Larkin & Associates, Inc.
Dallas, Texas

Supervisory functions included, training to assure a properly trained and functioning staff. Coordinate In-House Underwriting, quoting, and issuing of policies, for several companies. Maintain records, pricing and commissions for companies. Daily servicing of new and renewal business; marketing; company and client contact.

1980~1982 **Commercial Lines Customer Service Representative**

Anco/The Anderson Company
Houston, Texas

Daily servicing of new and renewal business; marketing; company and client contact.

1978~1980 **Commercial Lines Customer Service Representative**

Dessert American Insurance Agency
Houston, Texas

Daily servicing of new and renewal business; marketing; company and client contact.

1968~1978 **Commercial Underwriting**

Liberty Mutual Insurance Company
Irving/Dallas, Texas

Positions held were Senior Analyst / Property and Casualty, (rating, quoting, and working with Producers/agents), Statistical Coder, Workers Compensation Coverage Group Leader and Other than Compensation Group Leader.

EDUCATION AND TRAINING:

Attended North Lake College
Graduated Irving High School

COMPUTER SKILLS:

- Applied
- AMS/Sagitta
- AMS Word Integration
- CBDdoc Electronic Filing System
- Delphi Information System
- Microsoft Outlook
- Word / Excel

REFERENCES: Provided upon request.